

Complaints

ABN-008-W | Issued August 2026 | Review August 2027

We welcome feedback and aim to resolve concerns fairly, promptly and respectfully.

Step 1 — Speak with us

Raise the concern with your child's key person or Caroline Daniel. Many concerns can be resolved quickly through an open conversation.

Step 2 — Make a formal complaint

If the matter is not resolved, send a written complaint to admin@appleblossomnursery.co.uk. We will acknowledge it, investigate fairly and provide a written outcome. We aim to complete the process within 28 days.

Safeguarding concerns

Safeguarding allegations are handled under our safeguarding procedures and may be referred immediately to the local authority, LADO, police or Ofsted.

Contacting Ofsted

Parents may contact Ofsted at any stage about concerns relating to the requirements of registration: 0300 123 1231 or enquiries@ofsted.gov.uk. Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD.

Records

A written record of complaints and their outcomes is kept securely and made available to Ofsted on request. A summary is shared with parents where required, while protecting confidentiality.

Questions or concerns

Questions? Contact Caroline Daniel, Owner/Manager, on 07720 313418 or admin@appleblossomnursery.co.uk.